(c) The Details are given in the statement.

Statement

(i) Senior Personal Assistant Rs. 2000—3200	100% by promotion	*Promotion* Senior Stenographers with 8 years regular service in the grade.
(ii) Assistant Director (Administration) Rs. 2000—3500	(a) 60% of the promotion quota	*Promotion* (a) Assistants with 8 years regular service in the grade.
	(b) 40% of the promotion quota	(b) *Senior Stenographers* with 8 years regular service in the grade including service, if any, rendered in the grade of Senior Personal Assistant.

Facilities to Air Passengers

1021. SHRIMATI VEENA VERMA:
SHRI KAPIL VERMA:
CHOWDHARY RAM SEWAK:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government propose to provide any new facilities and amenities to the passengers and remove their grievances about lack of punctuality, quality of food and bad behaviour of staff, etc; and

(b) if so, the details thereof?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) and (b) A statement is attached.

Statement

Government have instructed both Indian Airlines and Air India to review the entire gamut of the relationship with the passengers from the time a passenger proposes to buy an air ticket till he completes his journey in order to remove the difficulties and irritants faced by him. Government have also instructed them to pay foremost attention to customer satisfaction, on-time performance and better utilisation of the fleet. The need for bringing about a major attitudinal change in the employees — that the customer is always right — has also been emphasised.

2. The on-time performance and the fleet utilisation of the airlines are being closely monitored. Information about flight status and delays will be promptly conveyed to the passengers through automatic telephone answering systems (including three digit system) as well as the teletext service of Doordarshan. Steps have also been taken to improve the quality and variety of food served on flights. The Airport Authorities have also been instructed to improve and enhance the various facilities provided to passengers at the airports.

Ban on Air Conditioners by DESU

1022. SHRI KAPIL VERMA:
SHRIMATI VEENA VERMA:
CHOWDHARY RAM SEWAK:

Will the Minister of POWER AND NON-CONVENTIONAL ENERGY